



Preparedness and Response in Turbulence incident: Medical and Rescue aspect

Medical Department , Airports of Thailand Plc.



3.18 PM

Singapore Airlines requested a medical team due to the aircraft turbulence resulting in a diversion to Bangkok



3.23 PM

ATC alerted by emergency hotline : ETA 3.49 PM
Total passengers 229 (211 + 18)
20 casualties
Landing at Runway 19 R , designated Bay 306



3.45 PM

Medical Coordinator (Med-Co) and the medical teams arrived at bay 306



3.51 PM

The aircraft parked at bay 306



3.54 PM

- Med-Co and the airline staff arrived at aircraft door 1L
- Aircrew informed one deceased passenger and the seriously injured casualties were on the floor for medical evaluation



4.04 PM

- Med-Co informed the SCC and SVB GM to execute the Airport Emergency Plan chapter 3 : Inflight Emergency
- Medical Center called Samut Prakarn Province and MOU hospitals for ambulances and emergency vehicles
- OSC called the police for forensic doctor to manage the deceased passenger



4.20 PM

2 ambulances from SNH and emergency vehicle reported at rendezvous area (Main Fire Station)



4.31 PM

First patient was transferred to the ambulance

4.52 PM

- AOG
- Priority III passengers (Green) were transferred to Passenger Holding Area (Bus Gate A-B) and re-triage
- Priority I (Red) and Priority II (Yellow) passengers were triaged and transferred to the hospital by ambulances



5.15 PM

- Upcoming thunderstorm in 20 minutes
- Priority I and II passengers were brought in Ambulifts and taken care of at Concourse G clinic before being sent to the hospital



6.15 PM

All passengers were escorted out of the aircraft

- Priority I, II passengers were sent to Samitivej Srinakarin Hospital for further treatment
- Priority III passengers were sent to Passenger Holding Area for re-evaluation and further care from airlines



7.20 PM

The last passenger was brought to the hospital



7.37 PM

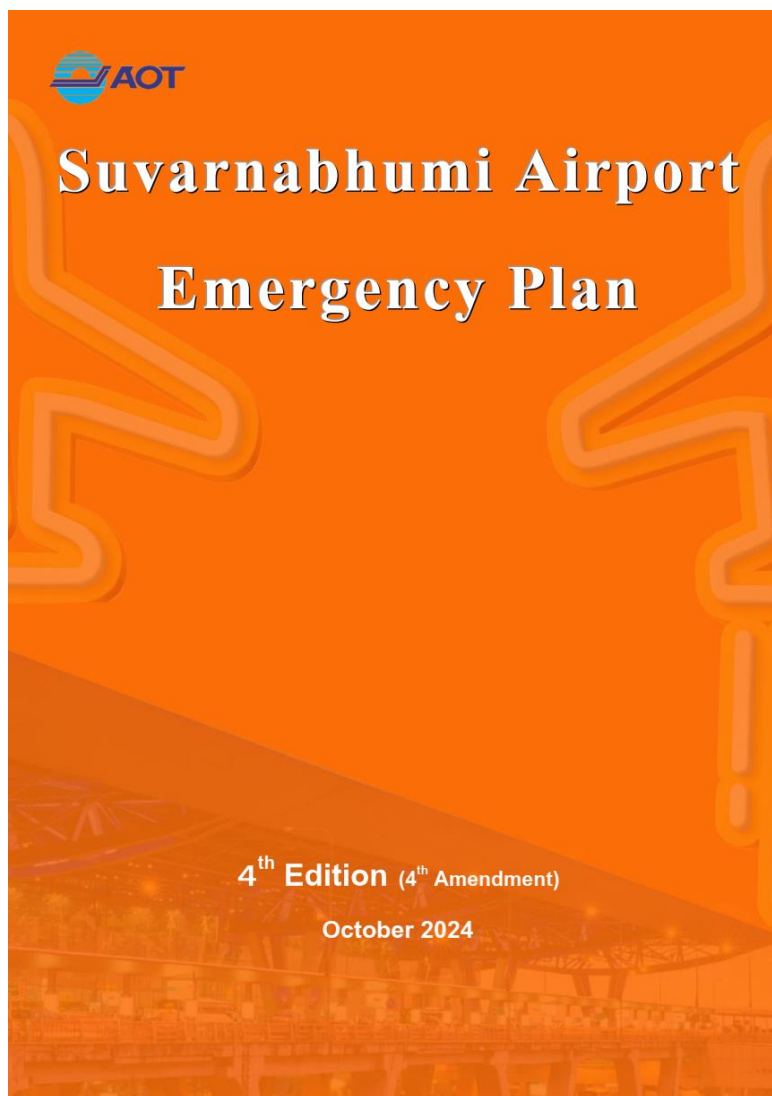
SVB GM terminated the Airport Emergency Plan Chapter 3



2.09 AM (22 May 2024)

133 passengers traveled to Singapore by Singapore Airlines special flight

- Total casualties on May 22nd, 2024 at 0100am = 104 patients
 - (1) 6 Immediate patients (Red)
 - (2) 49 Urgent patients (Yellow)
 - (3) 48 Delayed patient (Green)
 - (4) 1 Deceased (Black)
- 84 patients were transferred to Samitivej Srinakarin hospital
- 19 patients were treated and got medical evaluation for the special flight



3

เหตุฉุกเฉินในเที่ยวบิน

นิยาม	เหตุการณ์ฉุกเฉินหรือเหตุการณ์ที่มีแนวโน้มว่าจะเป็นเหตุฉุกเฉินที่เกิดขึ้นบนอากาศยาน ขณะปฏิบัติการบิน
หลักการทั่วไป	อากาศยานที่ประสบเหตุการณ์ฉุกเฉินที่เกิดขึ้นขณะทำการบินอันอาจทำให้เกิดเป็นอุบัติเหตุต่อไป สิ่งเหล่านี้อาจจะมาจากข้อบกพร่องของไฟเตือนในอากาศยาน โดยทั่วไปแล้วการปฏิบัติการของลูกเรือในสถานการณ์ฉุกเฉินที่เกิดขึ้นคือการนำเครื่องบินลงจอดให้เร็วที่สุดเท่าที่จะทำได้ ปัญหาของสถานการณ์ประเภทนี้คือระยะเวลาที่หน่วยงานฉุกเฉินจะต้องใช้ในการเตรียมพร้อมรับมือกับเหตุการณ์ดังกล่าว



Incident Commander
(SVB GM)

Public Information Officer
Special Affairs and Community
Relations Department

Safety Officer
Security Department

Operations Section
Medical Department
(On Scene Commander)

Planning Section
Aerodrome Standards and
Occupational Health Department

Logistics Section

Rescue and Fire Fighting Department

Airside Operations Department

Security Department

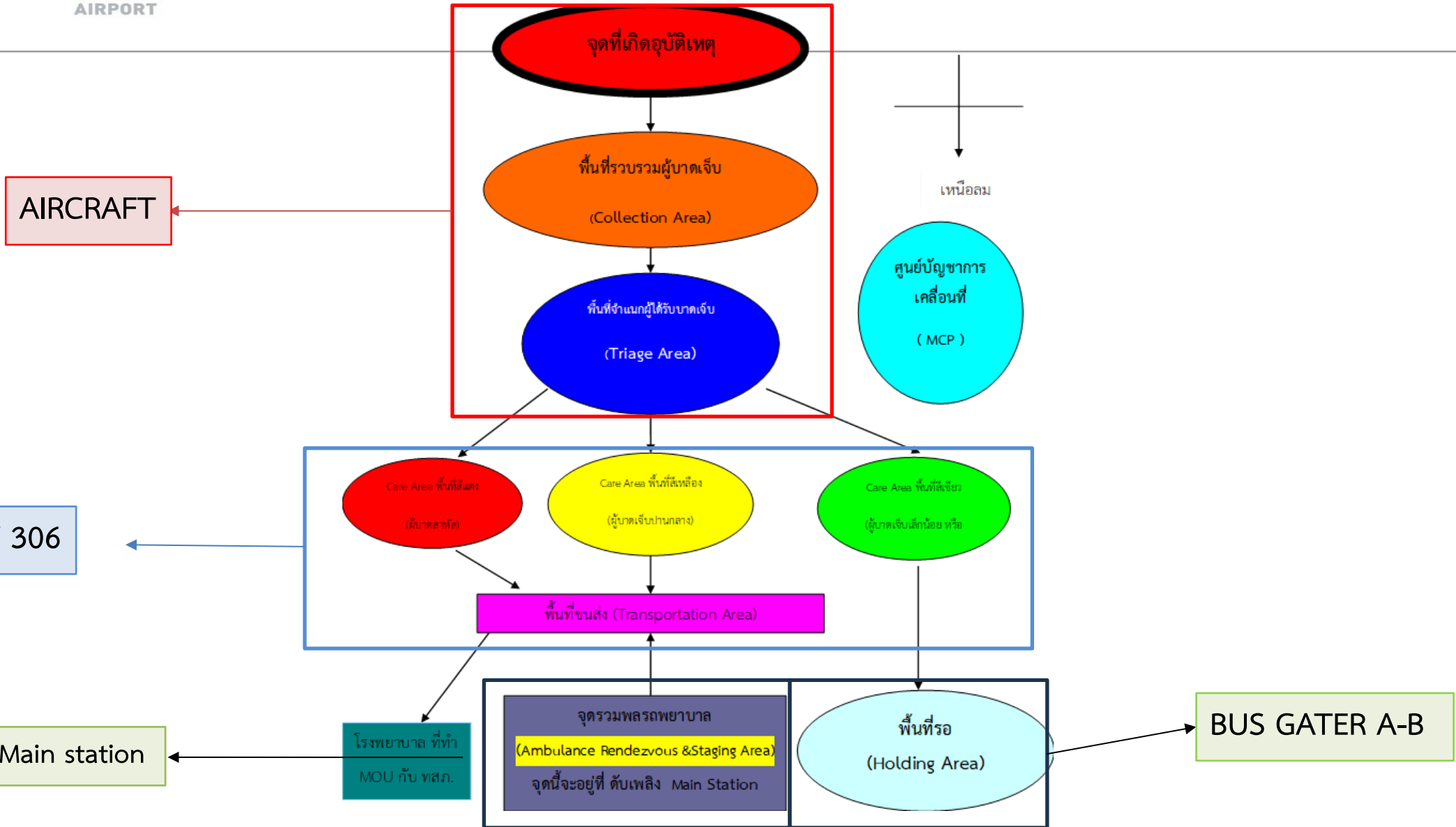
Landside Operations Department

Electrical and Mechanical Department

Landside Operations Department

Customer Services Department

Suvarnabhumi Airport Administration Department



At Scene



At Scene



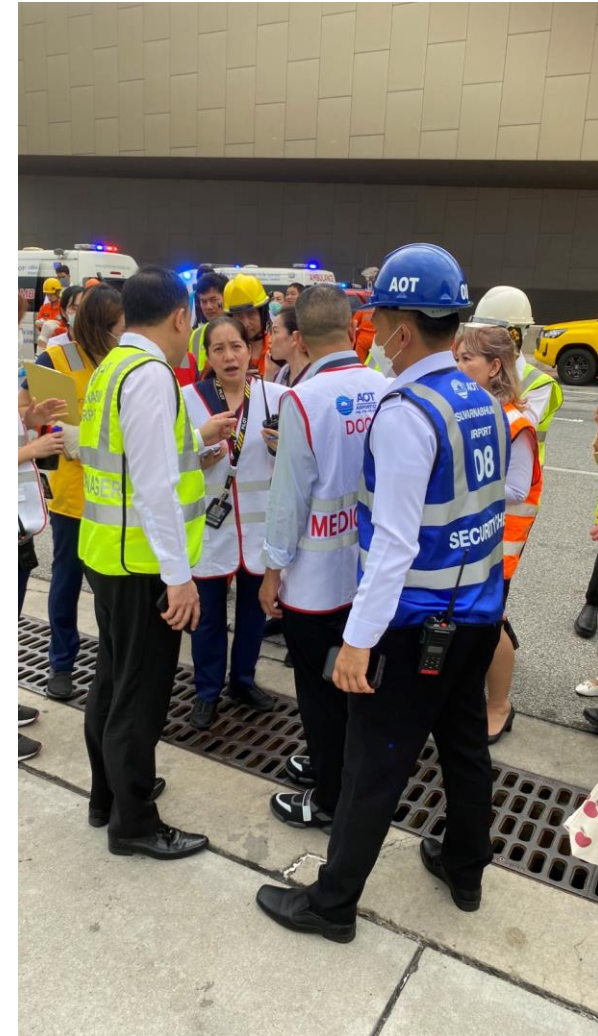
At Scene



Mobile Command Post (MCP)



Mobile Command Post (MCP)





Care Area





Rendezvous



Passenger Holding Area (PHA)



Passenger Holding Area(PHA)



Passenger Holding Area(PHA)



Diagnosis

Diagnosis	Cases
Head injury	9
Muscle strain	5
Spine trauma	
Fracture C-spine	6
Fracture T-spine	2
Fracture L-spine	1
Fracture C-T spine	3
Multiple trauma	15
Wound	
Big Laceration Wound	1

* Cr. Samitivej Srinakarin hospital

Update of patients during crisis

During admission , there were representatives of airlines , embassy and Insurance company assisting passengers and next of kins .

SQ 321 Passenger

Discharge	OPD/ER	Admit			Total
Date		ICU	IMCU	Ward	
21/5/2024	21				21
22/5/2024	1			1	2
23/5/2024				6	6
24/5/2024				2	2
26/5/2024				3	3
27/5/2024		1		5	6
28/5/2024				2	2
29/5/2024	1			2	3
31/5/2024				2	2
1/6/2024				1	1
2/6/2024			1		1
4/6/2024				2	2
5/6/2024				1	1
6/6/2024		1	2		3
7/6/2024		1		2	3
12/6/2024		1			1
19/6/2024			1	1	2
25/6/2024			1		1
30/6/2024			1		1
2/8/2024			1		1
12/8/2024		1			1
	23	5	7	30	65



- Daily Briefing case
- Case Management
- Health and Mental
Screening for SQ staff
- Facilitation



- Daily Briefing case
- Case Management
- Medivac Plan
- Facilitation

Embassy

- Facilitation relative and embassies

Press

- Facilitation
- Update daily information

Agencies

- Royal Traffic Police
- Metropolitan Police Bureau
- Ambulances from National Emergency Medicine
System

Best practices

- Medical Team as first responder standby 24 hrs for any airport emergency.
- Co-operation between AOT and Airlines in each area.
- Emergency planning and yearly full-scaled exercise
- Collaboration with National Emergency Medical System and MOU with private hospital for more than 10 years.

- Co-ordinate with immigration officers about the immigration and legal aspect.
- Co-ordination with airline ground staffs and handling agents for additional vehicle , Ambulift , wheelchair , megaphone, walkie talkie
- Considering mental health support team at scene
- Improve communication channel between airport medical team and National emergency medical system.



Thank You